

R2

accesses 210 a user interface such as a home page 220 of the web site through client system 14 (shown in Figure 1). In one embodiment, client system 14, as well as server system 12, are protected from access by unauthorized individuals. The user logs-in 230 to system 10 using a password (not shown) or a security number for security reasons. Client system 14 is configured to receive 232 an electronic notice of M&A information, monitored M&A data, and M&A tasks performed from server system 12. Client system 14 displays 240 options available to the user through links, check boxes, or pull-down lists. After the user selects 244 an option (in one embodiment, relating to the address of the home) from the available links, the request is transmitted 248 to server system 12. Transmitting 248 the request is accomplished, in one embodiment, either by click of a mouse or by a voice command. After server system 12 (shown in Fig. 1) receives 252 the request, server system 12 accesses 256 database 20 (shown in Fig. 1).

---

On page 11, please replace paragraph [0035] with the following paragraph:

A3

[0035] System 10 determines 260 if additional narrowing options are available. In one embodiment, additional narrowing options include monitored M&A data and M&A tasks selection pull-down lists. If additional narrowing options are available 264, system 10 displays 240 the options relating to the prior option selected by the user on client system 14. The user selects 244 the desired option and transmits the request 248. Server system 12 receives the request 252 and accesses 256 database 20. When system 10 determines that additional options 260 are not available 268, system 10 retrieves 272 requested information from database 20. The requested information is downloaded 276 and provided 280 to client system 14 from server 12. If the request also includes a request to perform a M&A task within the home, system 10 will activate or deactivate the plurality of sensors to perform 282 the requested M&A task. Client system 14 will also transmit a notice 284 to service provider workstation 56 (shown in Fig. 2) relating to an item monitored within the home that requires service. The user can continue to search 286 database 20 for other information or exit 290 from system 10.

---